

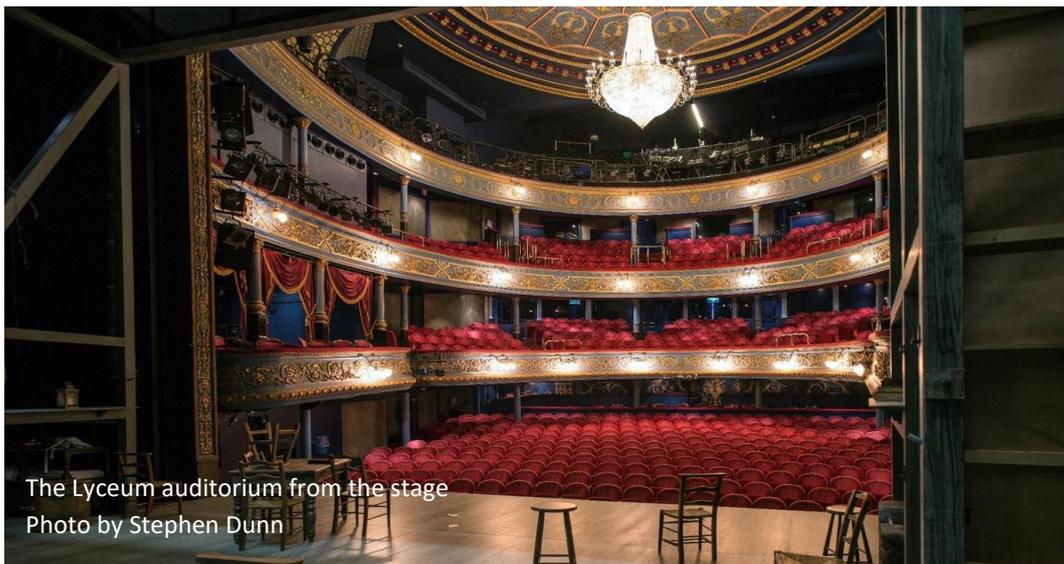
The Company

The **Royal Lyceum Theatre Edinburgh** is the leading producing theatre in Scotland and one of the United Kingdom's most prolific theatre companies.

Led by Artistic Director David Greig and Executive Director Mike Griffiths, The Lyceum has developed a reputation for innovative, artistically exciting, high-quality theatre, drawing upon the considerable talent in Scotland as well as developing award-winning work with national and international partners. These co-productions and collaborations represent a core strand of the company's strategy to extend the life of The Lyceum's productions and to present the company's work across the UK and abroad. This was recognised by our nomination for Regional Theatre of the Year in The Stage Awards 2020.

The Lyceum is committed to being a truly civic theatre rooted in the community, diversifying voices, entertaining, challenging and inspiring all the people of Edinburgh. Therefore, a very important part of The Lyceum's offering is a well-attended and varied programme of engagement, outreach, youth theatre and schools' projects delivered by our Creative Learning team. As well as excelling creatively, the company has developed deeper links to the community and is expanding its artist development opportunities.

The theatre with its seating capacity of 658, is a magnificent example of late Victorian theatre architecture. Our offices and rehearsal space are directly across the road, and our scenic workshop and wardrobe-making departments are situated at Roseburn, which is a little over a mile away from the theatre.



The Lyceum auditorium from the stage
Photo by Stephen Dunn

The Royal Lyceum Theatre Company is an equal opportunities employer. The Royal Lyceum Theatre Company Ltd is a Charity registered in Scotland. No. SC010509.

Job Description, Terms & Conditions:

JOB TITLE:	Front of House Assistant (Fixed Term)
LOCATION:	Lyceum Theatre, Edinburgh
SALARY	£9.90 per hour, plus pension and benefits
TERMS:	Zero Hour - Fixed Term Contract (25th July to 28th August 2022) minimum 4-hour call per shift paid weekly (Must be available to work a flexible shift pattern including a variety of afternoon and late evening shifts – including weekdays and weekends)
RESPONSIBLE TO:	Events Manager, Duty Manager

MAIN PURPOSE OF POST:

To provide exceptional customer care and actively promote all products to maximise sales.
To adhere to all Company and Licensing regulations and ensure the safety and care of all customers and staff.

KEY RESPONSIBILITIES:

- To provide general assistance and guidance to all customers in order to promote exceptional customer care.
- To provide a welcoming and positive environment for customers and staff.
- To have accurate product knowledge and maximise front of house sales through effective selling techniques when applicable.
- To ensure all security and cash handling procedures are followed and to ensure all stock and stock areas are kept secure when applicable.
- To ensure the cleanliness of F.O.H. areas at all times to create positive impressions for customers and to carry out a thorough 'pick-up' as required
- To adhere to all rules & regulations in order to comply with the licensing regulations.
- To attend training courses as required.
- To adhere to all Health & Safety procedures (including Evacuation procedures) to minimise the risk of injury and accidents.
- To assist with other FOH/Bar tasks as and when required.
- To complete any other delegated task that may assist the company in achieving its business objectives.

Person Specification

Essential

- Excellent customer care skills
- Ability to work under own initiative and as part of a team
- Ability to work calmly under pressure
- Money handling experience
- Flexibility and reliability

Desirable

- Active interest in theatre

HOW TO APPLY:

Send your application to jobs@lyceum.org.uk including **Front of House Assistant (Fixed Term)** in the subject line.

Please apply in writing with the following information:

- An up-to-date CV highlighting relevant experience, not more than 2 sides of A4.
- Covering letter setting out how your skills and experience meet the person specification.
- Names and contact details of two referees.

We encourage applications from the global majority, disabled, neurodiverse, the LGBTQIA+ community, and those who feel they are underrepresented in the current Lyceum workforce.

Please note that if you don't feel you fit the essential criteria of the role but would still like to apply, we encourage you to do so with further information about why you're a great fit. If you would like to apply through an alternative means, such as video or audio file, you're welcome to do so. To discuss the roles and interview process further, please contact: jobs@lyceum.org.uk

Closing date for applications **Sunday 17th July 2022**.

If you have been selected, we intend to organize interviews in the week commencing **Monday 18th July 2022**, interviews will be held in person at The Lyceum.